



Hammond ✓

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Chief Administrative Officer

October 29, 2003

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From: David E. Janssen
Chief Administrative Officer

STATUS REPORT ON THE SERVICE INTEGRATION BRANCH

This is the twelfth quarter status report on the operations of the Service Integration Branch (SIB) and collaborative efforts with the New Directions Task Force (NDTF) to improve access to services; customer service and satisfaction; multi-agency service delivery, financing, and implementation; data/information sharing; and funding for services. As you know, your Board approved the creation of SIB within the Chief Administrative Office (CAO) to phase-in staffing resources; to support and coordinate collaborative policy development initiatives; to assist County departments to integrate services delivery systems; and to help provide children and families with needed information.

Significant actions completed this quarter include the following:

- **Safe Haven Task Force:** As of September 2003, implementation of the Safe Haven Task Force recommendations has been completed. During this quarter, three additional municipal fire departments were designated as Safe Surrender sites; SB 139, County-sponsored legislation intended to clarify and strengthen provisions of the Safely Surrendered Baby Law, was signed into law; information packets were distributed to County health and human services departments and community-based organizations; and a standardized training module was issued to all County departments and CBOs to educate staff and the families.
- **Goal 5: Children and Families' Well-Being:** Piloting of the service integration tools designed to improve children and families access to services including the Universal Face Sheet and Most Commonly Required Fees was completed. In addition, the design process was completed for implementing an Integrated Family Services System (IFSS) to comprehensively integrate services and improve outcomes for children in out-of-home placement and/or families receiving two or more of the following services: CalWORKs; Child Protective Services; Mental Health; and Juvenile Probation.

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- **NDTF Faith-Based Organization Collaboration Council (FBOCC):** The Chief Administrative Office, Service Integration Branch Web site was adopted as the electronic gateway to the County and the public for establishing a dedicated FBOCC information section. The FBOCC also agreed to co-sponsor a forum in November with First 5 LA to discuss programs, partnerships, and funding opportunities.
- **Office of Child Care:** The Child Care Planning Committee's 10-year Strategic Plan for Child Care and Development for the County of Los Angeles was adopted and workgroups are actively implementing actions to meet specific plan objectives.

Attached is a more detailed matrix on the most significant initiatives being supported by SIB. Areas of focus for the upcoming quarter include supporting the Child Support Services Department in analyzing their performance in relation to funding allocation; releasing the Passport RFP; implementing the SNHA business plan; and finalizing the County and Regional Centers Operational Agreement. If you have any questions or need additional information, please contact me or your staff may contact Alisa Drakodaidis at (213) 893-2477.

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Attachment

c: New Directions Task Force
 Children's Planning Council
 Interagency Operations Group

SERVICE INTEGRATION BRANCH - TWELFTH QUARTER STATUS REPORT

Service Integration Initiative	Deliverables	Results
<p>Service Integration Action Plan (SIAP)</p> <p>Purpose: To make the County's health and human services delivery system more family-focused, culturally-competent, accessible, responsive, and accountable for improved outcomes for children and families.</p>	<p>To improve outcomes for children and families by implementing the SIAP Phase II recommendations approved by the New Directions Task Force (NDTF):</p> <ol style="list-style-type: none"> 1. Pilot the Accessing Key County of Los Angeles Health and Human Services Programs (Key HHS Programs); 2. Pilot the Universal Face Sheet (UFS); 	<p>NDTF approved all SIAP implementation actions and the following actions have resulted from Phase II implementation:</p> <ul style="list-style-type: none"> • Accessing Key County of Los Angeles Health and Human Services Programs (Key HHS Programs): The County pilot was completed and implementation recommendations were submitted to NDTF for approval on September 9, 2003. The Key HHS Programs Pilot was successful, with over 90 percent of County staff indicating that the information sheet was helpful to clients. Client focus group participants indicated that the Key HHS Programs Pilot was helpful to them prepare to apply for health and human services, save time, and make it easier to apply for services. Approval of the Key HHS Programs Pilot recommendation by NDTF will include: 1) distributing Key HHS Programs to all County clients Countywide, on an ongoing basis; 2) publishing the Programs bi-annually by Service Center and department; 3) posting versions of the programs on the SIB Web site and departmental Web sites; 4) requesting to all County Government agencies, faith-based organizations and other entities to circulate, by making the Key HHS Programs available to the public. • Universal Face Sheet (UFS): A motion containing implementation recommendations for approval of the UFS was presented to NDTF for approval on September 9, 2003. To validate the UFS data elements, a pilot was developed to compare the UFS data elements against the data elements from: CS, DPSS, and Probation.

Service Integration Initiative	Deliverables	Results
Service Integration Action Plan (Cont'd)	<ul style="list-style-type: none"> • A motion was approval by NDTF to request the Data/Information Sharing Workgroup to utilize the findings of the UFS matrix analysis to support efforts for automating the sharing of data and simplifying the intake process. Additionally, it will be requested that the UFS be made available on the LASIR application for clients to download, complete, and take with them to various intake facilities, enabling them to have needed information readily available. 	<p>Contract Simplification</p> <ul style="list-style-type: none"> • The following contract simplification documents were posted to the SIB Web site for County and public access: <ul style="list-style-type: none"> • <ul style="list-style-type: none"> 3. Contract Simplification; <ol style="list-style-type: none"> 1) Preamble to be included in all County health and human services RFP's and contracts affirming commitment to public and private cross-agency focus on improving outcomes for children and families; 2) Health and human services Supplemental Definitions for RFP's and contracts to enhance communication between proposers/contractors and County staff; 3) Definitions of the role of Auditing and the role of Contract Monitoring to enable contractors to differentiate between contract financial audits and contract monitoring relative to meeting contract deliverables and achieving performance results; 4) Contracting Resources Guide/Business Card developed to promote greater understanding of the contracting process throughout the community, and encourage more widespread responses to County contract solicitations; and 5) Department-Specific Contract Language Matrix, which contains CS, DCFS, DHS, DMH, DPSS, and the Probation Department required contract language that is either in addition to or replaces language in the

Service Integration Initiative	Deliverables	Results
Service Integration Action Plan (Cont'd)		
	<p>County Sample Contract, for information/ease of reference for County staff, community partners, potential bidders, and contractors.</p> <p>A link was also installed on the SIB Web site to the <i>LA County Online – Doing Business With Us</i> contracting Web site, maintained by ISD, and a link to the SIB Web site contracting page was installed on the ISD Web site. Additionally an order was placed for an initial supply of the Contracting Resources Guide/Business Card.</p> <ul style="list-style-type: none"> • Customer Service and Satisfaction (CSS) On August 14, 2003, SIB presented the preliminary results of the Environmental Assessment to the CSSN, which assessed compliance of HHS facilities with Service Environment Standards to ensure departments are delivering services in a clean, professional, and welcoming environment. <p>4. Customer Service and Satisfaction Standards;</p>	<p>The Customer Satisfaction Survey was finalized, as revised, based on the results of the survey's field test. A comprehensive Survey Logistics Report was completed in September 2004.</p> <p>The Network finalized a Customer Service program design implementing actions to reduce wait times for customers in County offices, expedite the answering and returning of phone calls, and provide timely appointments upon request.</p> <ul style="list-style-type: none"> • Principles for Partnering The Principles for Partnering Workgroup (PPW) identified staff training and senior management involvement as being the key to successful integration of the partnering principles into departmental programs and operations. Survey data collected and compiled in the PPW Report, "Summary Assessment: Implementation Support Needs," identified ways in which executive departmental staffing levels can demonstrate commitment and support. <p>5. Principles for Partnering;</p>

Service Integration Initiative	Deliverables	Results
<p><i>Service Integration Action Plan (Cont'd)</i></p>	<p>PPW also completed a review of training curricula from no and low-cost service providers, including: 1) Sweet Alice Harris of the Friends of Watts; 2) Reverend Benjamin Shortridge of LA Faces, regarding community-based Family Group Decision Making; and 3) Deborah Yip of the UC Davis Resource Center for Family Support, regarding family centered practice, family inclusion, family empowerment, cultural responsiveness, and engaging community partners.</p> <p>NDTF member departments and all participating agencies have begun advocating for their community partners to adopt the principles through various promotional efforts, including their contract processes.</p> <ul style="list-style-type: none"> • Outcome Screening Tool (OST) The OST pilot was launched in August 2003 and will conclude in January of 2004. The OST pilot start date was delayed in order to confirm departmental/agency participants for the pilot. Participants include DMH, DCFS and Chinatown Service Center. • Integrated Family Services System (IFSS) Design Team The IFSS Design Team conducted an environmental scan of local and national service delivery models and presented its report, along with a direction setting update, to the NDTF on July 9, 2003. Following discussion by NDTF members, the Design Team was instructed to look at existing County structures and identify specifically what was needed to improve services for children and families. <p>6. Pilot the Outcomes Screening Tool (OST);</p> <p>7. Integrated Family Services System (IFSS); and</p>	<p>On September 9, 2003, the IFSS Design Team, with DCFS' support, recommended to NDTF that: 1) DCFS lead the implementation of the IFSS Design, and 2) the original IFSS target population be modified to initially focus on families receiving family reunification services.</p>

Service Integration Initiative	Deliverables	Results
Service Integration Action Plan (Cont'd)	<p>8. Develop Revenue Maximization Plan and Strategies.</p> <ul style="list-style-type: none"> • Revenue Maximization Plan Update <ul style="list-style-type: none"> As approved by the Board, the Local Government Agency (LGA) Coordinator for the Medi-Cal Administrative Activities/Targeted Case Management (MAA/TCM) program reported on September 15, 2003. The Auditor-Controller also filled two Board-approved positions, which are responsible for all fiscal aspects of the MAA/TCM Program. 	<p>These recommendations were based on preliminary results of a cross-agency data match of the targeted IFSS population, discussions with DCFS regarding core service activities, and State and Federal Child Welfare Services reform efforts. NDTF concurred with these recommendations and in October 2003, DCFS and members of the IFSS Design Team will present NDTF with an implementation timetable outlining IFSS Design recommendations that encompass these concepts.</p> <p>The Revenue Maximization Workgroup continued to work on the Funding and Source and Revenue Stream data. A document summarizing the allowable revenue uses and regulated restrictions was drafted, and individual meetings were held with key departments to clarify and correct revenue information.</p>

Service Integration Initiative	Deliverables	Results
<p>Restructuring the Children's Budget</p> <p>Purpose: To clearly demonstrate the contribution the County is making toward improving the lives of children and families, providing information necessary to guide future program decisions, and identifying to what extent County funds are utilized effectively and efficiently.</p>	<p>The Restructured Children and Families Budget:</p> <ol style="list-style-type: none"> 1. Includes all programs aimed at serving children and families and is developed and released at the same time as the County's Proposed Budget; 2. Provides a program performance budget that is based on Mark Friedman's Results-Based Decision Making model which includes both performance and results accountability; 3. Links program performance measures with program budget allocations, actual expenditures, and funding sources; and 4. Provides an analysis of the efficiency and effectiveness of individual programs and the collective cross-agency contributions toward improving outcomes. 	<p>Budget instructions have been developed for the Fiscal Year 2004-05 Children and Families Budget, requiring departments to identify individual Program Budgets and program performance measures for a minimum of 50 percent of their programs serving children and families. The budget instructions will be issued as part of the County's Proposed Budget Instructions in November 2003.</p> <p>Countywide training has been scheduled for December 3, 2003, to provide training and one-on-one consultation to departments serving children and families on the development of individual program performance measures and budgets.</p>

Service Integration Initiative	Deliverables	Results
<p>Multi-Agency Co-location and Service Integration Plan</p> <p>Purpose: To set a direction to begin streamlining the County's policies and processes so children and families can obtain multiple services in one-stop centers.</p>	<p>The Business and Financial Goals of the East San Fernando Valley Family Service Center (FSC) Business Plan, finalized on September 26, 2003, include:</p> <p>Key Business Goals:</p> <ol style="list-style-type: none"> 1. Identify the best service delivery design for linking programs, services, and resources by November 2003. 2. Incorporate integrated service delivery and public access requirements in the development of the FSC architectural program design by January 2004. 3. Conduct a further data analysis of the specific geographical area in terms of better defining demographic cultural needs and multiple agency service needs, and mapping the data against existing community services by March 2004. 4. Map out the most effective and efficient streamlined process for conducting multi-agency screenings and assessments by June 2004. 	<p>The Business Plan for the East San Fernando Valley Family Service Center was finalized on September 26, 2003, upon final review by participating departments and community representatives. The Business Plan was presented to the Service Planning Area 2 Council and the San Fernando Valley Interfaith Coalition.</p> <p>Participating departments reconvened in September 2003 to review the business plan; confirm their program commitment at the facility; and begin development of the multi-agency service delivery design. Efforts are also underway to identify a child care provider, as well as identify potential contracts and funding streams to support community agency representation in the Center.</p>

Service Integration Initiative	Deliverables	Results
Implementation of the Safe Haven Task Force Recommendations <p>Purpose: To implement the 12 Safe Haven Task Force recommendations approved by the Board on June 4, 2002, to more effectively implement the Newborn Abandonment Law (SB 1368), often referred to as the “Safe Haven Law,” in Los Angeles County to achieve the goal of no babies ever being abandoned in Los Angeles County.</p>	<p>The Save Haven Task Force recommendations include:</p> <ol style="list-style-type: none"> 1. Support legislative changes to the Safe Haven Law; 2. Designate new Safe Haven sites in Los Angeles County; 3. Create a public information campaign to improve public awareness; 4. Develop a standard training for County staff and community providers; 5. Include an annual in-service staff training program on the Safe Haven Law; 6. Add Safe Haven Law information to middle and high school curricula; 7. Add information about the Law and support groups on the Countywide Web Portal; 8. Provide information about the Safe Haven Law to County hotline staff; 9. Establish a Speaker’s Bureau; 10. Inform all current and new County employees about the Safe Haven Law; 11. Inform all County contractors about the Safe Haven Law; and 12. Initiate systemic data collection about abandoned and surrendered infants. 	<p>As of September 30, 2003, implementation of the Safe Haven Task Force recommendations has been completed. SIB coordinated the following actions during the last quarter in collaboration with County departments, First 5 LA, the Inter-Agency Council on Abuse and Neglect (ICAN), the Children’s Planning Council, and community partners:</p> <ul style="list-style-type: none"> • In August and September 2003, the County designated three additional municipal fire departments as Safe Surrender sites. The fire departments are in the cities of Compton, LaVerne, and South Pasadena. There are now a total of 350 designated fire stations. • On July 31, 2003, Governor Davis signed into law SB 139, County-sponsored legislation intended to clarify and strengthen provisions in the Safely Surrendered Baby (SSB) Law. • In July 2003, customized information packets were distributed to County health and human service departments and 5,000 community-based organizations (CBOs) serving children and families Countywide. The public information materials are designed to better educate the public about the Law. • In September 2003, the County issued a standardized training module to be used by all County departments and CBOs to educate staff and the families served by these agencies about the Law.

Service Integration Initiative	Deliverables	Results
<p>Implementation of Goal 5: Children and Families' Well-Being</p> <p>Purpose: To establish alignment among stakeholders on health and human services priorities for improving outcomes.</p>	<p>1. Strategy 1: Implement integrated service delivery initiatives to demonstrate substantial progress toward achieving improved outcomes for children and families by July 2005.</p> <p>2. Strategy 2: Establish alignment among all stakeholders on health and human services priorities for improving outcomes by July 2003.</p> <p>3. Strategy 3: Implement a system to measure progress towards improving the five outcomes for children and families by July 2006.</p>	<p>All Goal 5, Phase II Strategy Objectives are currently being implemented, with implementation complete for several objectives, including:</p> <p>5.1.3 Completed the piloting of service integration tools designed to improve children and families access to services, including, but not limited, to the Universal Face Sheet (UFS) and the Most Commonly Required Fees and Documents (MCRD).</p> <p>5.1.4 Complete the design process for an Integrated Family Services System (IFSS) to comprehensively integrate services and improve outcomes for children in out-of-home placement and/or families receiving two or more of the following services: CalWORKs; Child Protective Services; Mental Health; and Juvenile Probation.</p> <p>5.2.2 NDTF approved an Interim Annual Cycle Process for establishing alignment around the development of Countywide Health and Human Services priorities. Departments reported engaging their respective stakeholders throughout the 2003-04 Priorities development process.</p> <p>5.2.4 As part of the 2003-04 priorities development process, departments reported establishing roles, and identifying areas of involvement for their key stakeholders. The identification of priorities and involvement of stakeholders will expand as the annual development process is institutionalized on an ongoing basis.</p>

Service Integration Initiative	Deliverables	Results
Implementation of Goal 5: Children and Families' Well-Being (cont'd)	<p>In August 2003, SIB engaged CPC Service Planning Area/American Indian Councils through the Strengthening Community Capacity Committee to: inform them of the 2004-05 Process. They expressed an appreciation for the implementation of the annual process and committed to being involved in the future.</p> <p>5.2.7 A comprehensive action plan has been initiated by DCFS to reduce the length of stay for children in out-of-home placement and increase the number of permanent families for children in foster care through reunification, relative caregiver guardianship or adoption.</p> <p>The Plan is comprised of: definitions of Safety and Permanency; a set of Goals for reducing removals without compromising Child Safety; the length of stay for children in out-of-home placements (Family Reunification with birth parents); and the timeline toward permanency for non-birth parents.</p>	

Service Integration Initiative	Deliverables	Results
<p>Child Safety in Automobiles</p> <p>Purpose: To create and implement a public awareness campaign in the County of Los Angeles to engage and encourage the public to be aware of the dangers of leaving a young child unattended in a vehicle and to notify law enforcement or emergency services whenever they witness this crime.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Develop a public awareness campaign proposal; 2. Identify public and private funding for campaign activities; 3. Collaborate with municipalities and community-based organizations to educate the public on this issue; 4. Distribute public education materials to County employees, clients served by County departments, and local community-based organizations and businesses; and 5. Strengthen enforcement of Kaitlyn's Law, which makes it an infraction to leave a child 6 years or under unattended in a motor vehicle. 	<p>In September 2003, a public awareness campaign proposal was developed outlining the campaign objectives and activities. The proposal was shared with First 5 LA, the Los Angeles City Attorney's Office, and other key stakeholders.</p> <p>DCFS identified funding for a Countywide mailing of public education materials and gap funding is currently being sought from First 5 LA.</p> <p>SiB met with the Los Angeles City Attorney's Office to identify collaborative activities to educate the public about this issue and strengthen enforcement by local law enforcement of Kaitlyn's Law. A joint press event with the City of Los Angeles is being coordinated for Spring 2004.</p>

Service Integration Initiative	Deliverables	Results
Partnering with Regional Centers Purpose: To define and confirm department/agencies joint and several roles and responsibilities for working together to provide coordinated services that help improve the lives of residents in the County of Los Angeles with developmental disabilities.	<ol style="list-style-type: none"> 1. Implement an operational agreement between the seven County regional centers and DCFSS, Probation, DMH, and DHS to share data and coordinate services. 2. Monitor implementation and compliance with the executed operational agreement. 	<p>Execution of an Operational Agreement has been delayed due to the need for the seven (7) Regional Centers Directors to further review the agreement.</p> <p>The State has provided the County with HIPAA language to be included in the Operational Agreement, which is under review by County Counsel.</p>

Service Integration Initiative	Deliverables	Results
Workgroup 4: Data/Information Sharing Purpose: To develop and implement an integrated system for sharing information between agencies, departments, and community partners toward enabling families to access services.	Actions include: <ol style="list-style-type: none"> 1. By October 2003, launch an Internet-accessible, self-administered <i>Los Angeles Services Identification and Referral (LASIR)</i> software application, usable by County and non-County staff, community-based organization representatives, and the general public for identifying services and programs that might be available to individuals and/or families in need, based on their unique circumstances. 2. By December 2003, finalize the RFP for Phase 1-B to enhance the functionality of LASIR. 	<p>Identified and collected program information such as description, eligibility requirements and other related information on how to apply and/or obtain services from Federal and State agencies and County departments. Incorporated departmental comments and feedbacks, and updated the appropriate program information that will be displayed on the LASIR application.</p> <p>Working with DHS to finalize the eligibility requirements for the Alcohol and Drug, Child Health and Disability Prevention, Healthy Families, and Healthy Kids programs; and with DPSS for the General Relief and Medi-Cal programs.</p> <p>CIO developed draft Statement of Work for Phase 1-B to enhance the functionality of LASIR.</p>

Service Integration Initiative	Deliverables	Results
<p>Child Health and Education Passport System (Passport)</p> <p>Purpose: To obtain a contractor to support development and implementation of a secured technology solution for enabling County departments and school entities to exchange electronic information. Authorized caregivers and service providers will also be able to access, via the Internet, specific health and education passport information for children under their care.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Development of scope of work for the executing an ITSMAA contract. Confirmation with ISD regarding timeline for conducting solicitation. 2. Board approval of selected contractor and authority to expend current budgeted Information Technology Funds for project. 3. Implementation of project. 	<p>An ITSMAA Statement of Work was developed and finalized with input from participating departments and agencies. The Internal Services Department has determined that the ITSMAA process cannot be used for this project. A formal RFP has been drafted and submitted to County Counsel for final review.</p>

Service Integration Initiative	Deliverables	Results
<p>CAO Internet/Intranet Web Surveys</p> <p>Purpose: To provide an integrated information technology solution for expediting the execution and management of survey questionnaires using Web technology.</p> <p>Actions include:</p> <ol style="list-style-type: none"> 1. By June 2002, select an enterprise solution of the management of Web surveys and submit an Information Technology Infrastructure Investment Fund (ITF) Application for the acquisition of the selected enterprise solution. 2. By January 2003, acquire all required hardware and software. 3. By June 2003, install, test, and implement the selected enterprise solution. <p>In conjunction with the Chief Information Office (CIO) and Department of Human Resources (DHR), an Intranet Web survey for the Organizational & Employee Development (Training Academy) and Employee Benefits Divisions of DHR has been implemented.</p> <p>Work is underway with the CIO and Internal Services Department to implement feedback surveys in English and Spanish for the Los Angeles County Internet Portal.</p>		

Service Integration Initiative	Deliverables	Results
<p>New Directions Task Force (NDTF) Special Needs Housing Alliance</p> <p>Purpose: To increase the availability of special needs housing through the integration of efforts by County departments, service providers, housing agencies, developers, and other stakeholders.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Execute a collaborative agreement between County departments to identify roles, responsibilities, and commitment of resources by December 2003; 2. Assessing funding opportunities by May 2004; 3. Build on current efforts for continued coordination of special development opportunities by May 2004; 4. Develop and implement a two-year strategic plan for increasing the availability of special needs housing by March 2005. 	<ul style="list-style-type: none"> • Alliance report entitled: <i>Housing, Supportive Services and Funding Available for Special Needs Populations in Los Angeles County</i> was officially received by NDTF. <p>The report serves as an interdepartmental inventory of the County's supply of, and demand for special needs housing; related services; and annual funding (\$105,616,412). In addition, a set of recommended next steps for enhancing the supply of service-enriched special needs are outlined.</p> <ul style="list-style-type: none"> • Alliance Collaborative Agreement and Business Plan for transitioning the Alliance from a planning to an implementation body was approved to achieve established interdepartmental collaboration and priority-setting goals for Special Needs Housing funds and resources; shift chairmanship of the Alliance to the Chief Administrative Office; and develop and implement a strategic plan for increasing the availability of special needs housing in Los Angeles County.

Service Integration Initiative	Deliverables	Results
<p>NDTF Faith-Based Organization Collaboration Council (FBOCC)</p> <p>Purpose: To increase the availability of services for children and families by partnering with FBOs.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Developing informational materials/guidelines on charitable choice; 2. Enhancing community access to funding and technical assistance and training information through the Office of Small Business (OSB) and its Web page; 3. Identifying areas of collaboration between FBOs and County departments; 4. Developing channels of communication for programmatic/policy community input; and 5. Developing an inventory of “successful” Charitable Choice collaborative models and preparing a synopsis of lessons learned. 	<p>On September 9, 2003, the Interagency Operations Group (IOG) agreed to support a two-year contract with the Center for Religion and Civic Culture (CRCC) at the University of Southern California. The contract will allow the FBOCC and the IOG to access CRCC's database, containing addresses for Statewide congregations and County faith-based nonprofit organizations. In addition to providing access, the contract will ensure CRCC upgrades and maintains the database, as necessary.</p> <p>As part of its outreach efforts to further County-FBO collaboration, the FBOCC agreed to:</p> <ul style="list-style-type: none"> • Adopt use of the CAO-SIB Web site as the electronic gateway to the County and the public for establishing a dedicated FBOCC information section. • Agreed to co-sponsor a forum with First 5 LA entitled: <i>Programs, Partnerships and Funding Opportunities</i>, scheduled for November 12, 2003.

Service Integration Initiative	Deliverables	Results
<p>Office of Child Care</p> <p>Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Coordinating implementation of the Centralized Eligibility List (CEL) Pilot Project to ensure equitable and streamlined access to the full range of subsidized child care services for all income-eligible families; provide accurate, unduplicated information on the number of income-eligible families seeking subsidized child care services; and improve the ability to advocate for new resources for underserved communities and populations; 2. Coordinating implementation of AB 212 - Investing in Early Educators Project, to improve the quality of child care services by reducing turnover and increasing the education of qualified teaching staff through the award of cash stipends; improve the management skills of administrators in California Department of Education-funded child development centers through the provision of a focused management-training program; and conduct a process and impact evaluation to ensure that "lessons learned" are identified; 	<p>CEL Nine new agencies have volunteered to be trained to use CEL, increasing the user group to 23 CDE-funded child development contractors.</p> <p>AB 212 – Stipend Component Over 3,000 stipends, totaling more than \$3,000,000, were awarded to child care providers in Cycle 3 of the Investing in Early Educators program.</p> <p>An additional two-year contract totaling \$5,032,107 was executed to extend the ability for the County to offer stipends in support of enhancing the quality of child care providers. With the adoption of the new contract, Cycle 4 of the Investing in Early Educators Program was launched. Application materials have been widely distributed to all CDE-funded child development centers and were posted on the CAO/SIB/Office of Child Care Web Site. Notices were also sent to the over 5,000 individuals who participated in previous cycles of the program. Completed applications are due to the Office of Child Care by November 15, 2003.</p>

Service Integration Initiative	Deliverables	Results
		Strategic Plan
Office of Child Care (Continued) Purpose: To support the efforts of the Policy Roundtable for Child Care and Child Care Planning Committee to improve the availability, quality, and access to child care in Los Angeles County.	3. Initiating a collaborative planning process to sustain and institutionalize compensation improvements for persons working in child development programs and family child care homes; and 4. Implementing project for increasing the capacity of family child care providers and child development centers to effectively serve children with disabilities and other special needs.	<p>The Child Care Planning Committee's 10-year Strategic Plan for Child Care and Development for the County of Los Angeles was adopted by the Board of Supervisor on September 9, 2003. Five of the content work groups of the Planning Committee are actively implementing actions to meet specific Plan objectives.</p> <p>Special Needs Advisory Project</p> <p>The Office of Child Care began conducting an analysis of nearly 3,000 completed surveys regarding the local supply of child care for children with disabilities and other special needs; previous experience and future interest of child care providers in caring for children with disabilities and other special needs; and child care providers previous and future interest in receiving training and support on caring for children with disabilities and other special needs. The survey findings are scheduled to be presented at the December 2003 meeting of the Child Care Planning Committee.</p>

Service Integration Initiative	Deliverables	Results
<p>County Employee Child Care</p> <p>Purpose: To implement actions to enhance the availability of child care for County employees including enhanced information awareness and needs assessment.</p> <p>Actions to include:</p> <ol style="list-style-type: none"> 1. Identifying a host department and facilitating development and implementation of an operator contract for the Van Nuys Civic Center Child Care Center by Fall 2005; and 2. Supporting the Labor-Management Child Care Task Force to implement the strategic plan for enhancing employee child care services. <p>In conjunction with the Third Supervisorial District, the Office of Child has contacted the City of Angeles Commission for Children, Youth and Their Families and two City Council Districts to promote support and use of the Van Nuys Employee Child Care Center.</p> <p>Playground equipment and surfacing upgrades have been completed at the Harbor-UCLA Medical Center employee child care center. These upgrades ensure compliance with the new playground regulations. Two other County employee child care centers will be undertaking similar playground improvements. Associated costs have been covered with forfeited Dependent Care Spending Account dollars.</p> <p>The Labor-Management Child Care Task Force did not schedule meetings during salary negotiations. The committee will be reactivated in November 2003</p>		

Service Integration Initiative	Deliverables	Results
Los Angeles County GIS Repository Purpose: To provide a central repository of GIS functionality, data, tools, software, maps, and Web services within Los Angeles County.	Actions to include: <ol style="list-style-type: none"> 1. Continue to update the LA County Sex Offender Locator System (SOLS); 2. Develop a demographic locator for the Community Development Commission; 3. Develop an ATM/POS locator for DPSS's Electronic Benefits Transfer (EBT) system; 4. Create a central GIS repository for the Real Estate Division (RED) to access parcel level data and maps; 5. Develop and add GIS data to the central GIS repository; and 6. Develop sub-licensing for GIS products for the county to reduce cost for departments to access GIS. 	<p>The following has been accomplished during this quarter:</p> <ul style="list-style-type: none"> • Continued to update the Sex Offender Information as updates were made available from the Sheriff. The latest update is data from September 30, 2003. See http://gismap.co.la.ca.us/sols • Developed a demographic locator for CDC. The public can type in an address, or select a city/community and/or census tract and (1) determine if the selected area/address is eligible for CDC Block Grant funding and (2) print a standard report and map to submit to the CDC for the funding. • Developed an ATM/POS locator for DPSS that will help direct recipients of Electronic Benefits to the nearest location that will provide cash. • Added the Assessor's parcel basemap and database to the Central GIS repository. • Added Census boundary, administrative district (congressional, State senate, etc.) to the Central GIS Repository. • Completed agreements for hosting GIS licenses with DCFS, Parks, and CAO Real Estate Division.

Service Integration Initiative	Deliverables	Results
Urban Research Purpose: To centralize needed expertise and reduce the cost of duplication among departments for conducting Census data analysis, supporting operational applications of geographic information system concepts; producing ad hoc maps and data products; developing master geographic cataloguing systems; constructing an Economic Database; and providing technical system support services.	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Ongoing analysis and support of Census-related questions; 2. Coordinating multi-departmental efforts to update the Thomas Brothers Digital Database for creating a complete, current, and accurate street centerline file; 3. Continuing to improve the matching process of addresses to streets and names between disparate data files; and 4. Creating demographic, employment, and economic change (growth) database for Los Angeles County and the Southern California Region. 	<p>Transactional Updating System (TUS) Continued to improve match rates past the 99.4 percent; lowered rejected voter count from 30,000 on July 14, 2003 to 21,980 on October 7, 2003; reduced false match rate from 55,000 voters in the wrong precinct to 43,500; and lowered false zip match rate from 9,000 to 6,700 out of 3.926 million voters. Installed new PDB from Assessor; improved absolute match rate from 100,000 rejected parcels to 43,000 rejected parcels, parcel false match rate from October 2002 94,500 to October 15, 2003, 93,000 parcels in the wrong block polygon.</p> <p>GIS Support Continued to provide ad hoc maps for Board Offices, Parks, Child Care, Real Estate Division, etc.</p> <p>Produced an emergency batch of First Edition Sheriff Field Maps in response to Sheriff sick-out.</p> <p>Received error report from first edition Sheriff Field Maps, passed map base errors to TUS system, and are producing second edition Sheriff field maps.</p> <p>Census Related Action Extracted Census standard data for requests from Department of Public Works; Community and Senior Services (CSS); and Superior Court. Proceeding with Superior Court special tabulation from Census Bureau, and updating the Superior Court Jury Survey to Census 2000 compatibility.</p> <p>Record Matching For Goal 7 project, matched DCFS and DMH revenue claiming records to identify shared patient population of 61,115 persons with 1.8 million visits; worked with DMH-DHS team to discuss results and improve counting rules for next deliverable.</p>

Service Integration Initiative	Deliverables	Results
<p>Revenue Recovery</p> <p>Purpose: To assist departments in recovering funds that would not normally be recovered through their administrative process.</p>	<p>Actions to include:</p> <ol style="list-style-type: none"> 1. Managing the ongoing monthly process to recover the Medi-Cal revenue for DMH, which is estimated between \$1 million and \$2 million annually by matching Medi-Cal eligible patient records for DMH and DHS against the State Medi-Cal Eligibility History File or State Medi-Cal Eligibility Data System (MEDS); 2. Managing the ongoing monthly process to recover the Medi-Cal revenue for DHS, estimated at \$500,000 annually; and 3. Managing the ongoing monthly process to recover the misallocated State Board of Equalization (SBE) sales tax, estimated between \$2.0 million and \$2.8 million annually. 	<p>Monthly name-matching of DMH clients to MEDS file: The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 189,441 in July 2003 2. \$ 153,060 in August 2003 <p>Monthly name-matching of DHS clients to MEDS file: The collection detail for this period is:</p> <ol style="list-style-type: none"> 1. \$ 15,519 in July 2003 2. \$ 29,939 in August 2003 3. \$ <u>40,181</u> in September 2003 <p>\$ 85,639 Total for Quarter</p> <p>Revenue recovered in the current fiscal year:</p> <ol style="list-style-type: none"> 1. \$ 355,000 (1st Q. 2003) recovered in Sept 2003

Service Integration Initiative	Deliverables	Results
Research and Evaluation Studies <ol style="list-style-type: none"> 1. Provide research briefs based on review and analysis of administrative records and program outcomes for the DPSSS CalWorks Program. 2. Provide report and findings on the impact of CalWorks time limits on individuals who were no longer eligible to receive cash aid after January 2003. 3. Support the Child Support Services Department in analyzing their performance in relation to funding allocation and presenting findings. 4. Support the Human Relations Commission in developing a research design and securing a resource for evaluating their program for reducing youth related hate crimes. 	<p>CalWORKs</p> <ul style="list-style-type: none"> • During July and August 2003, conducted Phase II and Phase III surveys for a Board-mandated study on CalWORKs time limits. • During July and August 2003, completed the tabulations of Phase I and Phase II surveys of participants who reached time limits on January 2003 and with a comparison group of participants still on aid. • In September 2003, completed a preliminary analytical report on the findings from focus group interviews. <p>Other Research Projects</p> <ul style="list-style-type: none"> • In July 2003, provided a presentation on the impact of welfare reform on CalWORKs participants in Los Angeles County at the annual meeting of the National Association for Welfare Research and Statistics in San Diego, California. • In July 2003, generated random sample groups for department offices participating in the Customer Satisfaction Survey. • In September 2003, completed a research plan for the multi-agency data matching project. • In September 2003, completed a preliminary research plan outlining methods to analyze performance measures for the Department of Child Support Services. • In September 2003, provided a presentation on the impact of program effectiveness in promoting self-sufficiency among Welfare-to-Work participants in Los Angeles County at the Southern Counties Research and Data Collection Forum in Santa Ana, California. • Assisted with the preparation of two grant proposals to secure funding to conduct an evaluation of program to reduce youth related hate crimes. 	